Index to Volume 8

1 is the Winter 1988-89 Issue

2 is the Spring 1989 Issue

3 is the Summer 1989 Issue

4 is the Autumn 1989 Issue

AUTHORS

Arai, Joji. "A Point of View: Playing a New Global Ball Game," No. 4, 345–348.

Banks, James D.; Dey, Sukhen; and Metzger, Robert O. "Making Management-DP Conflict a Thing of the Past," No. 1, 59–64.

Berezin, Charles E. "Leapfrogging Japan: Japanese Techniques for Americans?, No. 4, 349–356.

Bhote, Keki R. "Motorola's Long March to the Malcolm Baldrige National Quality Award," No. 4, 365–376.

Bremer, Michael S. "Linking Strategic Management and Ongoing Quality Improvement," No. 1, 11–22.

Brewer, Robert S. and Richardson, Barrie. Keeping Current/Book Reviews, No. 4, 441–448.

Coen, James L. Keeping Current/Articles in Brief, No. 1, 81–86; No. 2, 197–203; No. 3, 315–321; No. 4, 451–457.

Coen, James L. Keeping Current/Books in Brief, No. 1, 77–80; No. 2, 195–196; No. 3, 313–314; No. 4, 449–450.

Cross, Kelvin F. and Lynch, Richard L. "The 'SMART' Way to Define and Sustain Success," No. 1, 23–33.

Crossland, Philip P. and Neve, Jeffry M. "From Push to Pull: Improving the Productivity of an Integrated Circuit Manufacturing Line," No. 1, 35–43.

DeBettignies, Charles W. "Improving Organization-Wide Teamwork through Gainsharing," No. 3, 287–294.

Dey, Sukhen; Metzger, Robert O.; and Banks, James D. "Making Management-DP Conflict a Thing of the Past," No. 1, 59–64.

Duffy, Michael A. Keeping Current/Book Review, No. 1, 71–75.

Federico, F.J. "Six Steps to Quality Improvement," No. 2, 113–118.

Fox, William M. "Anonymity and Other Keys to Successful Problem-Solving Meetings," No. 2, 145–156.

Galvan, Robert R. and Richardson, Barrie. Keeping Current/Book Reviews, No. 2, 189–194.

Gauthier, Thomas D. "The Improvement Practitioner: Agent for Change," No. 1, 5–10.

Ginnodo, William L. "How To Build Employee Commitment," No. 3, 249–260.

Goldstein, Mitchell H. "Implementation Options," Focus/Office Automation, No. 1, 65–70.

Goldstein, Mitchell H. "Successfully Dealing with Technological Obsolescence", Focus/Office Automation, No. 2, 183–187.

Grant, Rebecca and Higgins,

Christopher. "Monitoring Service Workers via Computer: The Effect on Employees, Productivity, and Service," No. 2, 101–112.

Gritzmacher, Karen J. "Staying Competitive through Strategic Management of Fast-Track Employees," No. 4, 421–432.

Higgins, Christopher and Grant, Rebecca. "Monitoring Service Workers via Computer: The Effect on Employees, Productivity, and Service," No. 2, 101–112.

Hill, F. Cecil. "Generating Ideas That Lower Costs and Boost Productivity," No. 2, 157–164.

Hobbs, Brian and Poupart, Robert. "Changing the Corporate Culture To Ensure Success: A Practical Guide," No. 3, 223–238.

Hopkins, Shirley A. "Have U.S. Financial Institutions Really Embraced Quality Control?, No. 4, 407–420.

Huthwaite, Bart and Spence, Glenn. "The Power of Cost Measurement in New Product Development," No. 3, 239–248.

Janson, Robert. "Achieving Service Excellence in the Financial Services Industry," No. 2, 129–144.

Kanter, Donald L. and Mirvis, Philip H. "Combatting Cynicism in the Workplace," No. 4, 377–394.

Khadem, Riaz. "One Page Management: A Unified Approach to Productivity," No. 1, 45–57.

Lynch, Richard L. and Cross, Kelvin F. "The 'SMART' Way to Define and Sustain Success," No. 1, 23–33.

Melan, Eugene H. "Process Management: A Unifying Framework for Improvement," No. 4, 395–406.

Mertes, Nicki and Murray, Cathy. "Swimming Upstream—Breakthrough Productivity Gains at Seattle First National Bank," No. 3, 261–271.

Metzger, Robert O.; Banks, James D.; and Dey, Sukhen. "Making Management-DP Conflict a Thing of the Past," No. 1, 59–64

Mirvis, Philip H. and Kanter, Donald L. "Combatting Cynicism in the Workplace," No. 4, 377–394.

Murray, Cathy and Mertes, Nicki. "Swimming Upstream—Breakthrough Productivity Gains at Seattle First National Bank," No. 3, 261–271.

Nanke, Henry J. and Sen, Falguni. Keeping Current/Book Reviews, No. 3, 303–311.

Neve, Jeffry M. and Crossland, Philip P. "From Push to Pull: Improving the Productivity of an Integrated Circuit Manufacturing Line," No. 1, 35–43.

Nomikos, George E. "Managing Knowledge Workers for Productivity," No. 2, 165–174.

Oppenheim, Pam. "The New Electronic Office," Focus/Office Automation, No. 4, 433–439.

Oppenheim, Pam. "The New Hardware and Operating Systems: Which Are Best for Your Firm?" Focus/Office Automation, No. 3, 295–301.

Poupart, Robert and Hobbs, Brian. "Changing the Corporate Culture To Ensure Success: A Practical Guide," No. 3, 223–238.

Richardson, Barrie. "A Point of View: In Pursuit of the 'X' Factor," No. 1, 1–4.

Richardson, Barrie and Brewer, Robert S. Keeping Current/Book Reviews, No. 4, 441–448.

Richardson, Barrie and Galvan, Robert R. Keeping Current/Book Reviews, No. 2, 189–194.

Rosenbaum, Mark. "Partners in Productivity: An Emerging Consensus in Labor-Management Relations," No. 4, 357–364.

Sen, Falguni and Nanke, Henry J.

Keeping Current/Book Reviews, No. 3, 303–311.
Shetty, Y.K. "The Human Side of Product Quality," No. 2, 175–182.
Smith, Alan D. "Ensuring Worker Comfort and Optimum Output in a CAD Environment," No. 2, 119–128.
Spence, Glenn and Huthwaite, Bart. "The Power of Cost Measurement in New Product Development," No. 3, 239–248.
Werther, William B., Jr. "A Point of View: V for Value—and Victory over the Competition," No. 2, 97–99.
Whitten, Shirley K. "Award-Winning Total Quality at the Naval Publications and Forms Center," No. 3, 273–286.
Wilhite, Jim O. "A Point of View: Toughness and True Leadership in the 1990's," No. 3, 219–222.

BOOKS REVIEWED

Crosby, Philip B. *The Eternally Successful Organization*, No. 1, 71-75.
Hatfield, John D. *Managing the Equity Factor*, No. 4, 445-448.
Juran, J.M. *Juran on Leadership for Quality*, No. 3, 303-306.
Ludeman, Kate. *The Work Ethic: How To Profit from the Changing Values of the New Work Force*, No. 4, 441-444.
Schwarz, Robert A. *Midland City: Recovering Prosperity Through Quality*, No. 3, 307-311
Storey, M. John. *Inside America's Fastest Growing Companies*, No. 2, 189-190.
Wurman, Richard Saul. *Information Anxiety*, No. 2, 191-194.

CASE STUDIES

"Award-Winning Total Quality at the Naval Publications and Forms Center", Shirley K. Whitten, No. 3, 273–286.
"Generating Ideas That Lower Costs and Boost Productivity", F. Cecil Hill, No. 2, 157–164.
"Have U.S. Financial Institutions Really Embraced Quality Control?", Shirley A. Hopkins, No. 4, 407–420.
"Motorola's Long March to the Malcolm Baldrige National Quality Award", Keki R. Bhote, No. 4, 365–376.
"Swimming Upstream—Breakthrough Productivity Gains at Seattle First National Bank", Cathy Murray and Nicki Mertes, No. 3, 261–271.

CORPORATE PLANNING AND STRATEGY

"Changing the Corporate Culture To Ensure Success: A Practical Guide", Brian Hobbs and Robert Poupart, No. 3, 223–238.
"How To Build Employee Commitment", William L. Ginnodo, No. 3, 249–260.
"Improving Organization-Wide Teamwork through Gainsharing", Charles W. DeBettignies, No. 3, 287–294.
"Staying Competitive through Strategic Management of Fast-Track Employees", Karen J. Gritzmacher, No. 4, 421–432.

EMPLOYEE ATTITUDES

"Combatting Cynicism in the Workplace", Philip H. Mirvis and Donald L. Kanter, No. 4, 377–394.

FEATURES

Focus/Office Automation, Mitchell H. Goldstein, No. 1, 65–70; No. 2, 183–187; Pam Oppenheim, No. 3, 295–301; No. 4, 433–439.
Keeping Current/Articles in Brief, James L. Coen, No. 1, 81–86; No. 2,

197–203; No. 3, 315–321; No. 4, 451–457.
Keeping Current/Book Review, Michael A. Duffy, No. 1, 71–75; Barrie Richardson and Robert R. Galvan, No. 2, 189–194; Barrie Richardson and Robert S. Brewer, No. 4, 441–448; Henry J. Nanke and Falguni Sen, No. 3, 303–311.
Keeping Current/Books in Brief, James L. Coen, No. 1, 77–80; No. 2, 195–196; No. 3, 313–314; No. 4, 449–450.
A Point of View: In Pursuit of the X Factor, Barrie Richardson, No. 1, 1–4.
A Point of View: Playing a New Global Ball Game, Joji Arai, No. 4, 345–348.
A Point of View: Toughness and True Leadership in the 1990's, Jim O. Wilhite, No. 3, 219–222.
A Point of View: V for Value—and Victory over the Competition, William B., Jr. Werther, No. 2, 97–99.
Readers' Forum, No. 2, 205–206.
Resources/Calendar, No. 1, 87–95; No. 2, 207–217; No. 3, 323–338; No. 4, 459–473.

INNOVATION

"Generating Ideas That Lower Costs and Boost Productivity", F. Cecil Hill, No. 2, 157–164.

MANAGEMENT SYSTEMS

"Anonymity and Other Keys to Successful Problem-Solving Meetings", William M. Fox, No. 2, 145–156.
"Linking Strategic Management and Ongoing Quality Improvement", Michael S. Bremer, No. 1, 11–22.
"Making Management-DP Conflict a Thing of the Past", Sukhen Dey; Robert O. Metzger; and James D. Banks, No. 1, 59–64.
"Managing Knowledge Workers for Productivity", George E. Nomikos, No. 2, 165–174.
"Monitoring Service Workers via Computer: The Effect on Employees, Productivity, and Service", Christopher Higgins and Rebecca Grant, No. 2, 101–112.
"One Page Management: A Unified Approach to Productivity", Riaz Khadem, No. 1, 45–57.
"Process Management: A Unifying Framework for Improvement", Eugene H. Melan, No. 4, 395–406.
"Staying Competitive through Strategic Management of Fast-Track Employees", Karen J. Gritzmacher, No. 4, 421–432.
"Swimming Upstream—Breakthrough Productivity Gains at Seattle First National Bank", Cathy Murray and Nicki Mertes, No. 3, 261–271.

MANUFACTURING TECHNIQUES

"From Push to Pull: Improving the Productivity of an Integrated Circuit Manufacturing Line", Philip P. Crossland and Jeffry M. Neve, No. 1, 35–43.
"Leapfrogging Japan: Japanese Techniques for Americans?", Charles E. Berezin, No. 4, 349–356.

MEASUREMENT

"The Power of Cost Measurement in New Product Development", Bart Huthwaite and Glenn Spence, No. 3, 239–248.
"The "SMART" Way to Define and Sustain Success", Kelvin F. Cross and Richard L. Lynch, No. 1, 23–33.

OBSOLESCENCE

"Managing Knowledge Workers for Productivity", George E. Nomikos, No. 2, 165–174.

PERSONNEL AND LABOR/MANAGEMENT

"Monitoring Service Workers via Computer: The Effect on Employees, Productivity, and Service", Christopher Higgins and Rebecca Grant, No. 2, 101–112.

"Partners in Productivity: An Emerging Consensus in Labor-Management Relations", Mark Rosenbaum, No. 4, 357–364.

QUALITY IMPROVEMENT

"Achieving Service Excellence in the Financial Services Industry", Robert Janson, No. 2, 129–144.

"Award-Winning Total Quality at the Naval Publications and Forms Center", Shirley K. Whitten, No. 3, 273–286.

"The Human Side of Product Quality", Y.K. Shetty, No. 2, 175–182.

"The Improvement Practitioner: Agent for Change", Thomas D. Gauthier, No. 1, 5–10.

"Linking Strategic Management and Ongoing Quality Improvement", Michael S. Bremer, No. 1, 11–22.

"Motorola's Long March to the Malcolm Baldrige National Quality Award", Keki R. Bhote, No. 4, 365–376.

"Process Management: A Unifying Framework for Improvement", Eugene H. Melan, No. 4, 395–406.

"Six Steps to Quality Improvement", F.J. Federico, No. 2, 113–118.

SERVICE PERFORMANCE

"Achieving Service Excellence in the Financial Services Industry", Robert Janson, No. 2, 129–144.

"Have U.S. Financial Institutions Really Embraced Quality Control?", Shirley A. Hopkins, No. 4, 407–420.

TECHNOLOGY

"Ensuring Worker Comfort and Optimum Output in a CAD Environment", Alan D. Smith, No. 2, 119–128.

"Implemententation Options," Focus/Office Automation, Mitchell H. Goldstein, No. 1, 65–70.

"Monitoring Service Workers via Computer: The Effect on Employees, Productivity, and Service", Christopher Higgins and Rebecca Grant, No. 2, 101–112.

"The New Electronic Office," Focus/Office Automation, Pam Oppenheim, No. 4, 433–439.

"The New Hardware and Operating Systems: Which Are Best for Your Firm?" Focus/Office Automation, Pam Oppenheim, No. 3, 295–301.

"Successfully Dealing with Technological Obsolescence," Focus/Office Automation, Mitchell H. Goldstein, No. 2, 183–187.